

Adding a Pickup/Drop off Point Policy & Procedures

Policy Statement

This policy is addressing the rules and regulations that govern adding an additional pickup/drop off point to any of the existing bus service routes.

Reason for Policy/Purpose

Riders have unlimited number of requests to add pickup/drop off points. In order to regulate these requests, and to be fair to all riders, this policy stipulates the guidelines that governs submitting such requests.

Who Approved This Policy

Transportation Committee.

Who Needs to Know This Policy

All members of the AUC Community, especially those who use the bus.

Web Address for this Policy

<http://in.aucegypt.edu/services/bus-service-schedules/policies-and-procedures>

Contacts

Responsible University Official: Eng. Sherif Maged

Responsible University Office: Transportation Office/Bus Service

If you have any questions on the policy or procedure for, you may:

1. Call Bus Service Hotline at 01270000066, or
2. Send an e-mail to transport@aucegypt.edu

Policy/Procedures

Riders can request adding a pickup/drop off point to any of the existing routes; policy and procedures are below.

Adding a Pickup/Drop off Point Policy

- The request should be submitted by 25% of the total route riders, or 75 of the route riders (whichever is less); the riders who sign the request must be direct beneficiaries of the requested point.
- The requested point must be within the same route.
- The requested point should be at least 2 KM away from any point in the route (or any other route).
- The requested point should not compromise the safety and security of the riders (the street has to be well lit, parking should be permitted, not in the middle of a bridge/ring road, etc...).
- Routes cannot be changed during the semester; approved point(s) would be added before the beginning of semesters.

Adding a Pickup/Drop off Point Procedures

1. Riders who need to add a point should submit a compiled request that has the names, ID numbers, and signatures of all the requesters to be scanned and sent to the bus service office at transport@aucegypt.edu
2. The request gets studied for operational approval by the transportation office for the following operational aspects
 - Percentage of riders who are requesting the point of the total route riders
 - Safety & security of the requested point
 - Whether the point is within the same route
 - The distance between the requested point and the points within the same route or in any other route.
3. If the point gets approved on the operational level, the request is submitted for the Bus Service committee for decision.
4. Approved points are added to the relevant route schedule starting the following academic semester, during which the point gets evaluated for riders' usage percentage. If the point is not actively used as was stated in the request, the point will be re-evaluated for cancelation.

History/Revision Dates

Origination Date: January, 2013

Last Amended Date: December, 2016

Next Review Date: February, 2017